Dear New Registered User,

Thank you for your interest in Colorado.gov, the official Web portal for the state of Colorado. Now that we have received your signed and notarized user agreement, you will soon be able to login and use the registered user services Colorado.gov has to offer!

Please find all usernames listed in the table below. As the Customer Administrator, you will need to contact the service desk to obtain your credentials at 303-534-3468 ext 0. Please remind your users that passwords are confidential and are not to be shared with other users.

Account Admin	Name	Username
Username:	Jane Doe	jdoe
	John Smith	jsmith

Please take a moment to look over the *New User Information Packet and Customer Administration Guide* attached to this email. This packet includes an overview of our account policies, billing information and account information for your convenience. To access these resources online, please visit **http://www.colorado.gov/registered-services/registration.html.**

Again, we thank you for your interest in Colorado.gov. If you have any questions, please do not hesitate to contact customer service at 303.534.3468 / 800.970.3468 or by emailing support@www.Colorado.gov.

Sincerely,

Colorado Interactive

New User Information Packet

1. Account Policies

- **Username Account Fee Policy**
  - ➢ One username and password is provided per person.
  - ➢ Each $75.00 registration fee will allow for up to 10 additional users. More users may be added by purchasing another registration packet.

- **Adding New Services**
  - ➢ If you want to access the latest registered user services, please email support@www.Colorado.gov to request access.

- **Changing Administrators**
  - ➢ To change an Administrator, please contact customer service at 800-970-3468.

- **Renewal or Cancellation Policy**
  - ➢ Your account automatically renews on its yearly anniversary month. Some accounts may have an annual renewal that is not based on anniversary date, and those accounts will automatically renew on a predetermined calendar period (i.e. January of every year). The appropriate annual fee will be applied in the billing for that month.
  - ➢ If you want to cancel your Colorado.gov registration, you must notify us in writing 30 days prior to the renewal date, or your account will be billed. For example, your anniversary date is 3/31/07: We must receive a written notification of cancellation by no later than 3/01/08.

2. Billing Information

- We offer Account Management capabilities through the Customer Utilities interface. This utility enables you to:
  - ➢ Reset passwords.
  - ➢ Look up billing details through the Online Billing Summary by entering the account number and performing a search. This feature is available to Customer Administrators only.

- For accounts set up to bill to a credit card or direct debit, Colorado Interactive bills the account within the first 7 business days of the month for the previous month's activity.

- Invoice terms are net 20 days from date of invoice. Accounts owing after net term are past due and incur a 1.5% finance charge.

- Accounts past due for 60 days are in default and are suspended; a monthly 1.5 % finance charge is applied to the entire account until full payment of receipt.

- If you are mailing payments, please send remittance to our Lock Box Address:

Attn: Colorado Interactive
PO Box 974581
Dallas, TX 75397-4581

3. Account Information

- **Client ID Field**

  ➢ The Client ID field is an optional field created to assist registered users with tracking their account usage. The user determines what is inserted into the field, such as a customer name, account number or department name. Billing summaries for Client IDs can be viewed anytime online, but will not appear on monthly statements. The Client ID field will have no effect on any registered user service.

- **Administrators**

  ➢ The Customer Administrator is able to add users, deactivate users, reset passwords, update contact information, contact Colorado Interactive to activate users and contact Colorado Interactive for any issues or concerns on the account.

- **Notification Distribution Lists**

  ➢ Colorado.gov maintains a set of consolidated notification lists to improve our ability to communicate with you regarding events in the Colorado Interactive production environment. This system offers you better control over how and what we communicate to you. We recommend the two following distribution lists:

    - applications-notify@mailman.coloradointeractive.org – This list will be used to notify members of any events in production that may affect an application that was custom developed by Colorado.gov.
    - tpe-notify@mailman.coloradointeractive.org – This list will be used to notify members of any event in production that may affect the Colorado.gov Payment Engine (TPE).

- **Contact Information:**

  Colorado Interactive / Colorado.gov
  600 17th St., Suite 2150 South
  Denver, Colorado 80202
  T. 303.534.3468 / 800.970.3468
  F. 303.534.3469
  E. support@www.Colorado.gov